4   a web interface, for allowing a user to specify the alert criteria;

5   query logic, coupled to said web interface, for causing the specified alert criteria

6   to query the telephony transactions, wherein the telephony transactions

7   include information corresponding to elements of a periodically generated

8   bill; and

9   an event monitor, coupled to said query logic, for generating alert messages to the

10   user when said query logic determines that the specified alert criteria is

11   met by the telephony transactions.

REMARKS

In the Office Action, the Examiner noted that claims 1-44 are pending in the examination. The Examiner noted that claims 1-44 are rejected. By this amendment, claims 1, 3, 5, 11,

15   14, 23, 30-31, 36, and 39 have been amended. Thus, claims 1-44 are pending in the application.

Applicant hereby requests further examination and reconsideration of the application, in view of the foregoing amendments.

In the Drawings

20   Applicant has reviewed Form PTO-948 and is appreciative that the Official Draftperson has approved the drawings.

In the Specification

Applicant has amended the specification to reflect a summary of the invention in accordance with claims amended herein. No new matter is presented.

25   ### *In the Claims*

Rejections Under 35 U.S.C. §103(a)

The Examiner rejected claims 1-11, 14-20, 23-24, and 27-29 under 35 U.S.C. §103(a), as being unpatentable over Buscher *et al*, U.S. Patent No. 5,506,893 (hereinafter Buscher) in

9

view of Cave, U.S. Patent No. 5,958,014 (hereinafter Cave). Applicant respectfully traverses the Examiner's rejections.

Prior to providing a claim-by-claim analysis of Applicant's invention with respect to the noted prior art, a brief overview of Buscher and Cave are provided to constructively aid the Examiner in his reconsideration of the amended claims.

Buscher provides a facility within a telecommunications network so that a record containing details about an associated call may be delivered to a customer in real time during the progression of the call and/or immediately after the call has been terminated. More particularly, a subscriber to this facility may access and review a call record during the call or immediately after the call has been completed. According to Buscher, a customer who has subscribed to this service is allowed to view call records corresponding to a destination telephone number that is specified by the customer (col. 3, lines 23-24). Via customer provided equipment 300, the customer logs in over a data connection 401 to a call detail data system 400. Once logged in, the customer is allowed to obtain a copies of call records stored in a data base within the call detail data system 400. Buscher's customer provided equipment 300 includes a portable computer, workstation, and mainframe (col 4., lines 31-45). In addition, menus are presented to the customer that allow the selection of options including call records search, call record summary, etc.

Buscher's call records (see FIGURE 2) provide the necessary inputs for the generation of periodic bills by a billing center 260. In fact, the call records that are provided by the call detail data system 400 are not in the form of billing records. This is most clearly shown in FIGURE 5, which depicts the program flow within a billing data server 250. In particular, call records corresponding to completed calls are sent to the call detail data system 400 (block 506) *prior to being sent to the billing center* 260 (block 502). Buscher states that the conventional billing center 260, compiles the call records that it received for a respective caller into a "telephone bill." It is evident from the fields of the call record shown in FIGURE 2, that certain items of information appearing on a telephone bill, such as the cost of a call, are not available from Buscher's call detail data system

400. Billing information is only available on the periodic bills sent out by the billing center 260.

In summary, Buscher's invention provides a means for obtaining call record information pertaining to a prescribed telephone number in real time over a data connection 415. This call record information is stored in a customer specific data base apart from a billing center 260. The call record information is useful for tracing usage, say, of an 800 service number. The call record information does not include all of the items, such as cost, that are typically is supplied on a periodic telephone bill.

Cave's invention is directed towards a system and method for establishing a data connection between a computer and a live agent (i.e., a person), where the live agent is selected from an online live agent pool. A computer user uses the computer to connect with the live agent via a network with an information server. While browsing information on the server, the customer can request to speak with the unspecified live agent. Cave's invention receives the customer's request and establishes a data connection, preferably an audio connection, between the customer and a live agent.

In FIGURE 2, Cave presents his invention in terms of a web page screen from a bank that provides an option for selecting to speak with a service agent. Cave discusses that a PC 100 is used by a customer of a bank and that the banking data resides on a server 103. The server 103 provides access to various types of information, such as the customer's checking account balance, last ten transactions, last month's statement, investment balances, etc. Cave observes that the customer can obtain access to any selected information via the PC 100 through a telephone network 102. He states that a screen appears on the PC 100 similar to that shown in FIGURE 2 and the customer chooses, by selecting the desired transaction (col. 3, lines 16-24). When the customer selects to talk with a service agent, Cave's agent queuing manager (AQM) 11 receives the customer's customer's request and establishes a data connection, preferably an audio connection, between the customer and a live agent. The AQM 11 provides a number of features that are required to track the availability and status of live agents as they log on and off of the system.

11

Cave's invention teaches a technique for establishing a connection between a customer and a live service agent when the customer selects such an option from a web page on his/her computer.

In view of the above overview, a detailed claim-by-claim analysis is now provided.
5   Claim 1 as amended is repeated below for ease of reference.

1.   (ONCE AMENDED) An apparatus for presenting, and monitoring telecommunication transaction records via a thin web client interface, the apparatus comprising:

a billing server, configured to receive telecommunication transaction information,
10   and configured to translate said telecommunication transaction information into one of a plurality of telecommunication transaction records, said plurality of telecommunication transaction records being elements of a user account bill, said billing server also configured to query said plurality of telecommunication transaction records in response to a
15   request for prescribed data; and

a web server, coupled to said billing server, configured to provide said telecommunication transaction information to said billing server, to request said prescribed data in response to a user command via the thin web client interface, and to provide said prescribed data to the user;

20   wherein said prescribed data distinguishes between a first telecommunication transaction record and a second telecommunication transaction record.

Claim 1 particularly claims an apparatus for presenting, and monitoring telecommunication transaction records via a thin web client interface. The apparatus includes a billing server that receives telecommunication transaction information, and
25 translates the telecommunication transaction information into one of a plurality of telecommunication transaction records, the plurality of telecommunication transaction records being elements of a user account bill. The billing server also queries the plurality of telecommunication transaction records in response to a request for prescribed data.

12

The apparatus also includes a web server that sends telecommunication transaction information to the billing server, that requests the prescribed data in response to a user command via the thin web client interface, and that provides the prescribed data to the user.

5   Buscher does not teach an apparatus for presenting and monitoring telecommunications transaction records via a thin web client interface. Rather, Buscher teaches access to prescribed call records via a data connection. In addition, Buscher does not disclose a web server that sends telecommunication transaction information to the billing server, that requests the prescribed data in response to a user command via the thin web client

10   interface, and that provides the prescribed data to the user. This is because Buscher's invention is not intended to provide a user with the capability of viewing details regarding his/her bill online; Buscher's apparatus is primarily directed toward providing usage information over a data connection, as opposed to billing information obtained via a thin web client (i.e., a web browser). As a result, Buscher does not provide a customer

15   with the ability to query telecommunications transaction records to match certain parameters that include a transaction cost. Buscher cannot provide cost information because his call records are diverted to a call detail data system prior to being sent to a billing center. Buscher neither suggests nor infers that access to call records according to his invention be accessed in any manner other than the data connection.

20   The Examiner observes that it would have been obvious to one of ordinary skill in the art at the time the invention was made to utilize the teachings of Cave into the teachings of Buscher in order to conveniently provide customer with in-home banking, paying bill without leaving house. Applicant respectfully directs the Examiner's attention to the fact that Applicant's invention is an apparatus for presenting, and monitoring

25   telecommunication transaction records via a thin web client interface as opposed to an apparatus for in-home banking that provides for online bill paying. And, Cave teaches the use of a system to enable real-time exchange of information between a computer user and a live agent, where the live agent is one of a plurality of live agents within an agent pool. Nowhere in Cave does he teach the use of a web server, coupled to a billing server,

30   that enables a user to query telecommunications transaction records in accordance with

13

prescribed parameters. Moreover, Cave does not suggest that his system can be used as a modification to an apparatus for providing call records to a customer. This is because Cave's apparatus is directed towards provision of live agent support to an otherwise online service.

5   For all of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 1.

With respect to claim 2, this claim depends from claim 1 and adds further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. For these reasons, Applicant respectfully requests that the Examiner

10 withdraw his rejection to claim 2.

With respect to amended claim 3, this claims depends from claim 1 and adds further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. In addition, claim 3 claims that upon execution of a specific telecommunication event, the web server sends the telecommunication transaction

15 information to the billing server and the billing server generates a specific telecommunication transaction record by including additional information to include a specific place called, a specific account number, and a specific transaction cost. Buscher's apparatus performs this type of function within his billing center 260, thus this data is not available within his call detail data system 400. For theses reasons, Applicant

20 respectfully requests that the Examiner withdraw his rejection to claim 3.

With respect to claim 4, this claim depends from claim 1 and adds further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejection to claim 2.

25 In consideration of amended claim 5, this claim depends from claim 1 and adds further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. In addition, amended claim 5 claims that each of the plurality of telecommunication transaction records comprises an account number, a calling number, a

transaction date, a transaction time, a called number, a called place, a transaction duration, and a transaction cost. The call records according to Buscher do not include a transaction cost. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejection to claim 5.

5   Regarding claims 6-11, these claims depend from claim 1 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. Amended claim 7 claims that the web server of Applicant's invention is a computer that transmits and receives data packets over a data network to provide telecommunication services for the user. Buscher's telecommunication services are

10   provided by a conventional public switched telephone network as opposed to a packet-switched data network. Furthermore, claim 7 claims that the web server transmits HTML-compatible web pages over the data network to allow the user to view the prescribed data using the thin web client interface. Buscher's apparatus provides access to his call records via a data connection apart from the public switched telephone network

15   that provides his telecommunication services. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 6-11.

       Regarding claims 12-13, these claims depend from claim 1 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. The Examiner additionally noted in his rejections that Syeda-Mahmood

20   teaches the use of Open Database Connectivity (ODBC) compatible query (column 1 line 10 to column 2 line 31). The Examiner observed that it would have been obvious to one of ordinary skill in the art at the time the invention was made to utilize the teaching of Syeda-Mahmood into the teachings of Buscher in view of Cave in order to enable multivendor data base connectivity so that customer can access into different databases

25   using the same computer. Applicant respectfully notes that neither Buscher nor Cave suggest the use of an ODBC-compatible database for use in the accessing of telecommunications transaction records over the internet. Furthermore, Applicant has been unable to find any teaching, suggestion, or recommendation within Syeda-Mahmood for modifying Buscher's call detail data system to provide ODBC

30   compatibility. In fact, since Buscher's invention teaches dedicated data connection,

ODBC compatibility is not required. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 12-13.

Amended claim 14 appears below.

14.   (ONCE AMENDED) An interactive telecommunications billing mechanism,
5   comprising:

        a billing server, for maintaining a transaction data base, and for querying said
            transaction data base to retrieve selected transaction records that match
            parameters of a query, wherein each of said selected transaction records
            comprises:

10   a line field, documenting a first telephone number from which a call
                    originates;

                a number field, documenting a second telephone number to which said call
                    is placed;

                a place field, documenting a location corresponding to said number field;
15   and

                a cost field, documenting a cost of a corresponding call event;

                wherein a user account bill is made up of transaction records
                    corresponding to a particular account number; and

        a web server, coupled to said billing server, for providing said query in response
20   to a user command received from a data network, and for transmitting said
                selected transaction records to a user over said data network for viewing
                via a web browser.

In his rejection of claim 14, the Examiner noted that Buscher teaches an interactive telecommunications billing mechanism, comprising a billing server (250-1 to 250-N),
25 transaction record (figure 2), and a server (call detail data system 400, see figures 1, 3,

16

and 7). Applicant respectfully disagrees and directs the Examiner's attention to Buscher, FIGURE 4, block 502, wherein Buscher teaches that call records are sent to the billing center 260 after they are sent to the call detail data system 400. The function of Buscher's billing servers 250-X is to gather call details that are used by the billing server to generate billing records. The data that a customer to Buscher's system accesses is not complete in terms of an item appearing on a conventional bill. For example, Buscher's call records do not include a transaction cost.

In contrast, Applicant's amended claim 14 claims an interactive telecommunications billing mechanism that includes a billing server and a web server. The billing server maintains a data base of transaction records, each of which include a cost field. A user account bill is made up from transaction records that correspond to a particular account number. The web server of amended claim 14 provides a user-commanded query to the billing server and transmits selected transaction records to the user over a data network for viewing via a web browser. A user of Applicants apparatus according to claim 14 is able to query transaction records that are elements of his/her bill, thus allowing a review of cost details.

With respect to Cave, his patent teaches the use of a system that manages real-time exchange of information between a computer user and a live agent, where the live agent is one of a plurality of live agents within an agent pool. Cave does not describe or even suggest the use of a web server, coupled to a billing server, that enables a user to query telecommunications transaction records. Moreover, Cave does not suggest that his system can be used as a modification to an apparatus for providing call records to a customer. This is because Cave's apparatus is directed towards provision of live agent support to an otherwise online service.

For all of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 14.

With respect to claims 15-20, these claims depend from claim 14 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. Amended claim 18 claims that the web server of Applicant's

17

invention is a computer that transmits and receives data packets over a data network to provide call events for the user. Buscher's telecommunication services are provided by a conventional public switched telephone network as opposed to a packet-switched data network. For these reasons, Applicant respectfully requests that the Examiner withdraw

5   his rejections to claims 15-20.

Regarding claims 21-22, these claims depend from claim 14 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. The Examiner additionally noted in his rejections that Syeda-Mahmood teaches the use of Open Database Connectivity (ODBC) compatible query (column 1 line

10   10 to column 2 line 31). The Examiner observed that it would have been obvious to one of ordinary skill in the art at the time the invention was made to utilize the teaching of Syeda-Mahmood into the teachings of Buscher in view of Cave in order to enable multivendor data base connectivity so that customer can access into different databases using the same computer. Applicant respectfully notes that neither Buscher nor Cave

15   suggest the use of an ODBC-compatible database for use in the accessing of telecommunications transaction records over the internet. Furthermore, Applicant has been unable to find any teaching, suggestion, or recommendation within Syeda-Mahmood for modifying Buscher's call detail data system to provide ODBC compatibility. In fact, since Buscher's invention teaches dedicated data connection,

20   ODBC compatibility is not required. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 21-22.

Amended Claim 23 is repeated below for ease of reference.

23.   (ONCE AMENDED) An apparatus for accessing selected telecommunications records over the internet from a user computer that is executing a web browser

25   application, said apparatus comprising:

a billing server, for maintaining telecommunications records, and for providing the selected telecommunications records in response to a user request, said billing server comprising:

18

data base logic, for storing said telecommunications records, wherein each of said telecommunications records documents a specific telecommunications event, and wherein particular ones of said telecommunications records corresponding to a particular user account number are periodically processed to generate an account bill;

maintenance logic, for providing said data base logic with a new telecommunications record corresponding to a new telecommunications event; and

query logic, for searching said telecommunications records in accordance with parameters prescribed by said user request, and for retrieving the selected telecommunications records; and

a web server, coupled to said billing server, for receiving said user request over the internet, and for providing the selected telecommunications records to the user computer over the internet.

In his rejection, the Examiner observed that Buscher teaches an apparatus for accessing telecommunications records over the internet from a user computer, the apparatus comprising a billing server (250-1 to 250-N, 260) which comprises database logic (i.e., records); maintenance logic (column 2 line 4 to column 3 line 7); query logic (column 6 lines 16-40); and a server (call detail record system 400).

Applicant respectfully directs the Examiner's attention to the fact that Buscher teaches an apparatus for accessing call records via CPE over a data connection. The call records of Buscher are not equivalent to transaction records according to Applicant's invention as claimed in claim 23 because Buscher's call records do not contain transaction cost information. Furthermore, Buscher does not teach access to his call records over the internet. Applicant has searched Buscher and cannot find any teaching, reference, suggestion, or even a hint that access to call records can be made by any means other than his data connection 401.

Amended claim 23 claims a billing server, that includes data base logic, maintenance logic, and query logic. The data base logic stores telecommunications records. Each of the telecommunications records documents a specific telecommunications event, and particular telecommunications records corresponding to a particular user account number

5   are periodically processed to generate an account bill. In contrast, Buscher's call records that are accessed by a customer in his call detail data system 400 must be transmitted to a billing center 260 in order to have the information generated that typically constitutes elements of a telephone bill. Applicant's telecommunication records are simply items of a telephone bill. The telecommunications records include transaction cost information

10   whereas Buscher's call records do not.

With regard to the teaching of Cave, he teaches the use of a system to enable real-time exchange of information between a computer user and a live agent, where the live agent is one of a plurality of live agents within an agent pool. Nowhere in Cave does he teach the use of a web server, coupled to a billing server, that enables a user to query

15   telecommunications transaction records. Moreover, Cave does not suggest that his system can be used as a modification to an apparatus for providing call records to a customer. This is because Cave's apparatus is directed towards provision of live agent support to an otherwise online service. For all of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 23.

20   With respect to claim 24, this claim depends from claim 23 and adds further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 24.

Regarding claims 25-26, these claims depend from claim 23 and add further limitations

25   that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. The Examiner additionally noted in his rejections that Syeda-Mahmood teaches the use of Open Database Connectivity (ODBC) compatible query (column 1 line 10 to column 2 line 31). The Examiner observed that it would have been obvious to one of ordinary skill in the art at the time the invention was made to utilize the teaching of

Syeda-Mahmood into the teachings of Buscher in view of Cave in order to enable multivendor data base connectivity so that customer can access into different databases using the same computer. Applicant respectfully notes that neither Buscher nor Cave suggest the use of an ODBC-compatible database for use in the accessing of telecommunications transaction records over the internet. Furthermore, Applicant has been unable to find any teaching, suggestion, or recommendation within Syeda-Mahmood for modifying Buscher's call detail data system to provide ODBC compatibility. In fact, since Buscher's invention teaches dedicated data connection, ODBC compatibility is not required. For these reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 25-26.

Amended Claim 27 is repeated below for ease of reference.

27.   (ONCE AMENDED) A method for providing access to telecommunications billing records in a billing computer over the internet, the access being obtained via a remote computer that is executing a thin web client application, the method comprising:

a) maintaining the telecommunications billing records in a data base, the telecommunications billing records documenting individual telecommunication events, each of the telecommunications billing records being an item of a periodic telephone bill;

b) querying the data base in accordance with parameters provided by a completed search parameter entry web page; and

c) transmitting a search results web page to display the telecommunications billing records on the remote computer.

The Examiner in his rejection of claim 27 remarked that Buscher teaches a method for providing access to telecommunications billing records in a billing computer, the method comprising maintaining the telecommunications billing records in a database (250-1 to 250-N, 260; column 1 line 63 to column 3 line 7); querying the data base (column 3 lines 20-30; column 6 lines 16-40); and transmitting search results to display the

telecommunications billing records (terminal T1 obtains the billing records and displays on terminal T1; column 6 lines 16-40; see figure 1, 3).

Applicant respectfully notes that amended claim 27 claims each of the telecommunications billing records are an item of a periodic telephone bill. Buscher's call records are not items of a periodic telephone bill. To produce equivalent items, Buscher's call records must first be processed by his billing center 260 to obtain cost information. In addition, amended claim 27 claims transmitting a search results web page to display the telecommunications billing records on the remote computer. Applicant respectfully notes that web pages are transmitted over the internet. Buscher's call records are transmitted via a data connection. Nowhere in Buscher is found any reference to transmission of information over the internet, nor does Buscher suggest any alternative means for accessing his call records.

Cave's disclosure teaches a system for arranging real-time sessions between a computer user and a live agent, where the live agent is one of a number of live agents within an agent pool. Cave does not describe or even suggest the use of a web server, coupled to a billing server, that enables a user to query telecommunications transaction records. Moreover, Cave does not suggest that his system can be used as a modification to an apparatus for providing call records to a customer. This is because Cave's apparatus is directed towards provision of live agent support to an otherwise online service.

In consideration of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 27.

With respect to claims 28-29, these claims depend from claim 27 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, or Buscher and Cave in combination. Because of this, Applicant respectfully requests that the Examiner withdraw his rejections to claims 28-29.

Amended Claim 30 appears below.

30. (ONCE AMENDED) A method for providing a user with detailed long distance telephonic transaction billing information via a thin web client, the method comprising:

a) providing a data server, coupled to local telephone switches, for tracking long distance telephone transactions and associated costs for a plurality of telephone numbers;

b) providing a web server, coupled to the data server, for presenting to the user the detailed long distance telephonic transaction information; and

c) providing the user with a customizable event monitor, coupled to the web server and to the data server, the event monitor for alerting the user when telephone transactions meet a specified criteria.

The Examiner noted that claims 30-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Buscher et al in view of Cave and Flood, U.S. Patent No. 5,864,613 (hereinafter Flood). The Examiner remarked that Buscher teaches a method for providing a user with detailed long distance telephone information, the method comprising providing a data server (250-1 to 250-N, 260), coupled to telephone switches (105 and 110), for tracking long distance telephone transactions (see figure 1; column 1 line 63 to column 3 line 7); and providing a server (400) for presenting to the user the detail long distance telephonic transaction information (see figure 1). The Examiner noted that Buscher does not teach the above system utilized in the Internet environment and that Cave teaches the use of data terminal (100) coupled to a web server (103; column 2 line 64 to column 3 line 10; column 3 lines 16-24; column 4 lines 26-49) in order to gain access to ISP (e.g. a bank) and download data/information from there (column 3 lines 16-24). The Examiner observed that it would have been obvious to one of ordinary skill in the art at the time the invention was made to utilize the teachings of Cave into the teachings of Buscher in order to conveniently provide customer with in-home banking, paying bill without leaving house. The Examiner stated that Buscher in viewof Cave do not teach the step of providing the user with a customized event monitor, the event monitor alerting the user when telephone transactions meet a specified criteria.

The Examiner noted that Flood teaches a long distance transaction event monitor, the event monitor comprising an interface (column 4 lines 8-18); query logic and event monitor (switch intelligence 110 which includes computer system 200; see the abstract; column 1 line 66 to column 2 line 8; column 2 line 60 to column 3 line 10; column 3 line

5   22 to column 4 line 6; column 7 line 66 to column 8 line 49). The Examiner remarked that it would have been obvious for one of ordinary skill in the art at the time the invention was made to utilize the teachings of Flood into the teachings of Buscher in view of Cave in order to effectively control the cost of telephone usage.

Applicant respectfully notes that amended claim 30 claims a method for providing a user

10   with detailed long distance telephonic transaction billing information via a thin web client. The method includes providing a data server, coupled to local telephone switches, for tracking long distance telephone transactions and associated costs for a plurality of telephone numbers; providing a web server, coupled to the data server, for presenting to the user the detailed long distance telephonic transaction information; and providing the

15   user with a customizable event monitor, coupled to the web server and to the data server, the event monitor for alerting the user when telephone transactions meet a specified criteria.

Buscher's invention does not provide the capability for a user to track associated costs of telephone transactions. Buscher does not suggest use of thin web client. Buscher does

20   not present any reference or suggestion to modify his call detail data system to provide a customizable event monitor.

Moreover, Cave does not suggest that his system can be used as a modification to a method for enabling a user to track detailed long distance telephonic transaction billing information via a thin web client. Cave's disclosure teaches a system for arranging real-

25   time sessions between a computer user and a live agent, where the live agent is one of a number of live agents within an agent pool.

Flood teaches a system and method for controlling the use of a telephone based upon user-supplied access criteria. Flood's system includes a database for storing access criteria. The system also includes a switch, coupled between the telephone and the

24

telephone network, for selectively coupling the telephone to the telephone network based on the access criteria stored in the database.

In contrast to the teachings of Flood, amended claim 30 claims providing the user with a customizable event monitor, coupled to the web server and to the data server, the event

5   monitor for alerting the user when telephone transactions meet a specified criteria. Applicant has searched Flood and has been unable to locate any reference to a customizable event monitor that alerts a user when telephone transactions meet a specified criteria. This is because Flood's system is directed towards precluding a user from access to a telephone or specified telephone numbers during prescribed periods of

10   time. Flood's invention neither monitors telephone transactions, nor does it provide any type of alert capability. Flood's system does not interface to a billing server and therefore, does not teach or suggest interface to such a server via the internet.

In consideration of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 30.

15   With respect to claims 31-36, these claims depend from claim 30 and add further limitations that are neither anticipated nor obviated by Buscher, Cave, Flood, or any combination of Buscher, Cave, and Flood. Because of this, Applicant respectfully requests that the Examiner withdraw his rejections to claims 31-36.

With respect to claims 37-38, the Examiner noted that the claims are rejected as being

20   unpatentable over Buscher et al in view of Cave and Flood as applied to claim 30 above, and further in view of Moller et al, U.S. Patent No. 5,805,686 (hereinafter Moller). The Examiner noted that Moller teaches a telephone fraud detection system in which the alert messages comprise email or fax alerts (column 4 lines 18-22). Applicant respectfully notes that Moller teaches a system for telephone PBX calls that includes a fraud data

25   server for buffer call detail records relating to inbound 800 number calls and outbound international calls. Moller does not teach that his system can be used to provide method for providing a user with detailed long distance telephonic transaction billing information via a thin web client. Moller's invention is used internal to a private PBX system and thus, does not have access to billing information. In consideration of the reasons

advanced with reference to claim 30 along with the above reasons, Applicant respectfully requests that the Examiner withdraw his rejections to claims 37-38.

Amended Claim 39 appears below.

39.   (ONCE AMENDED) A long distance transaction event monitor, coupled to a
telephone network, for alerting a user when specified alert criteria relating to telephony transactions have been met, the event monitor comprising:

a web interface, for allowing a user to specify the alert criteria;

query logic, coupled to said web interface, for causing the specified alert criteria to query the telephony transactions, wherein the telephony transactions include information corresponding to elements of a periodically generated bill; and

an event monitor, coupled to said query logic, for generating alert messages to the user when said query logic determines that the specified alert criteria is met by the telephony transactions.

The Examiner stated that claims 39-42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Flood in view of Cave. With regard to claim 39, the Examiner additionally notes that Flood teaches a long distance transaction event monitor, the event monitor comprising an interface (column 4, lines 8-18); query logic and event monitor (switch intelligence). The Examiner remarked that Cave teaches the use of Flood's system in the internet environment.

Applicant respectfully notes that amended claim 39 claims a long distance transaction event monitor, coupled to a telephone network, for alerting a user when specified alert criteria relating to telephony transactions have been met. Flood does not teach a long distance transaction event monitor. Flood teaches a system and method for controlling the use of a telephone based upon user-supplied access criteria. Flood's system includes a database for storing access criteria. The system also includes a switch, coupled between the telephone and the telephone network, for selectively coupling the telephone

26

to the telephone network based on the access criteria stored in the database. Applicant cannot locate any reference in Flood to an event monitor that alerts a user when telephone transactions meet a specified criteria. Since Flood's system is directed towards preventing a user from accessing a telephone or specified telephone numbers during prescribed periods of time, his invention neither monitors telephone transactions, nor does it provide any type of alert capability. Flood's system does not interface to a billing server and therefore, does not teach or suggest query logic for causing specified alert criteria to query telephony transactions, where the telephony transactions include information corresponding to elements of a periodically generated bill. In addition, since Flood's apparatus does not interface to a billing server, interface to such a server via the internet is not referenced or suggested.

Cave does not suggest that his apparatus can be used as a modification to system for controlling access to a telephone to produce a long distance transaction event monitor, coupled to a telephone network, for alerting a user when specified alert criteria relating to telephony transactions have been met. Cave's disclosure teaches a system for arranging real-time sessions between a computer user and a live agent, where the live agent is one of a number of live agents within an agent pool.

In view of the above reasons, Applicant respectfully requests that the Examiner withdraw his rejection of claim 39.

With respect to claims 40-42, these claims depend from claim 39 and add further limitations that are neither anticipated nor obviated by Flood, Cave, or Flood and Cave in combination. Because of this, Applicant respectfully requests that the Examiner withdraw his rejections to claims 40-42.

The Examiner noted that claims 43-44 are rejected under 35 U.S.C 103(a) as being unpatentable over Flood in view of Cave as applied to claim 39 above, and further in view of Moller. Applicant respectfully notes that claims 43-44 depend from claim 39 and add further limitations that are neither anticipated nor obviated by Flood, Cave, or Flood and Cave in combination. Furthermore, Applicant respectfully notes that Moller does not teach that his system can be modified to query telephony transactions, where the

telephony transactions include information corresponding to elements of a periodically generated bill. This is because Moller's invention is used internal to a private PBX system and thus, does not have access to billing information. In consideration of the reasons advanced with reference to claim 39 along with the above reasons, Applicant

5 respectfully requests that the Examiner withdraw his rejections to claims 43-44.

For all of the reasons advanced above, Applicant respectfully submits that claims 1-44 are in condition for allowance. Reconsideration of the rejections is requested, and allowance of the claims is solicited.

Applicant earnestly requests the Examiner to telephone at the direct dial number printed

10 below if the Examiner has any questions or suggestions concerning the application or allowance of any claims thereof.

Respectfully submitted,

James W. Huffman
Registration No. 35,549

15 106 Morning Cloud St.
Austin, TX 78734
(512) 261-1227

28